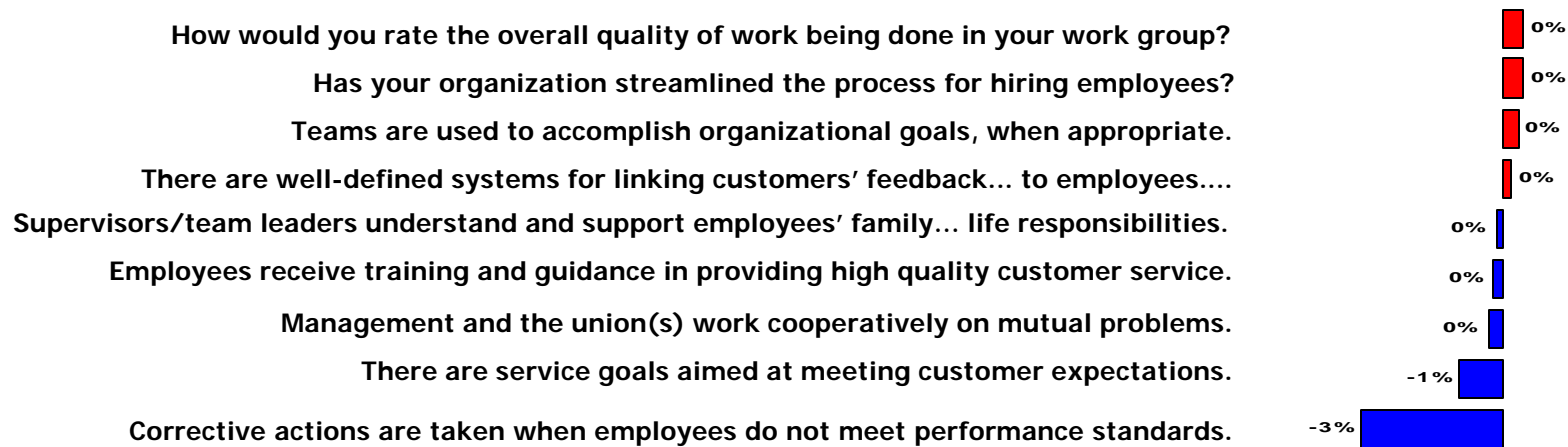


# Change for the Better: Item Results Ranked by Change in % Favorable



# Change for the Better: Item Results Ranked by Change in % Favorable



Results are not listed for the following item: "Sign-in sheets and time cards have been eliminated." This item was modified for the 2000 survey.